

ADDING A CUSTOMER TO TWIST WIA DISLOCATED WORKER FUND*

Desk Aid

1. Click on Customer Information Icon .	
2. Enter Social Security Number .	If "No Customer with the Name/SSN" appears, verify the SSN. If correct, enter customer in WIT. Return to TWIST, repeat step 2.
3. At the Identity tab, verify information populated from WIT: Birth Date; Mailing Address (enter "Same" in the Residence field if it's the same as the mailing address, or enter the correct address); Phone Number; County Code; City Code.	Save
4. Click on Characteristics tab. Ensure the Specialized Services radio button is checked.	
5. Verify Gender, Citizenship, and Ethnicity . If male and born on or after January 1, 1960, click Selective Service box and enter number.	Verify selective service registration at www.sss.gov Save
6. Click on Education tab. Enter Highest Grade completed.	Save
7. Click on Employment Status tab. If the customer is employed, check the Employed at Application box. Enter the number of months worked in the last 24 months.	Save
8. Click on Program Detail under Menu Selection .	Move the cursor to the gray area on the right of the screen. Right click the mouse and select Add to add a record.
9. Enter: Program Type: WIA Application Date: Date customer & counselor agreed to a series of continuing expanded services. Eligibility Date: Date customer & counselor agreed to a series of continuing expanded services. Office 3, 4 & Staff (if information is not defaulted from staff profile or is incorrect).	Click OK Save Note: You now have a WIA Record
10. Click on the "+" sign on the left side of Program Detail .	
11. Click on the WIA record with the red check.	

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12. Enter Assessed & Approved for Intensive Service Date: This should be the same as the Application and Eligibility Date	Save
13. Click on the Disloc Worker Tab.	
14. Mark appropriate boxes for eligibility category <u>ONLY ONE OF THE SEVEN (7) OPTIONS IS REQUIRED!</u> 1. Worker Profiled or NAFTA/TAA 2. Planned Closure/Public Notice 3. Permanent Closure/Substantial Layoff 4. Displaced Homemaker 5. Previous Self Employed AND Local Economic Conditions OR Natural Disaster 6. Displaced Homemaker 7. UI Eligible/Available for Work (Emp Status Tab) AND Terminated/ Laid Off AND Unlikely to return	Save
15. Click on the Documentation Tab.	

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<p>16. Right click the mouse and add a line for each:</p> <p>Criteria: 1 Social Security Number</p> <p>Documentation Source: 178 - Self Certification*</p> <p>Criteria: 2 Birth Date /Age</p> <p>Documentation Source: 178 - Self Certification*</p> <p>Criteria: 3 Citizenship/Alien Status</p> <p>Documentation Source: 178 - Self Certification*</p> <p><u>If Required</u></p> <p>Criteria: 4 Selective Service</p> <p>Documentation Source: 173 – Internet Verification</p> <p>Criteria: <u>APPROPRIATE CRITERIA FOR OPTION USED ABOVE</u></p> <p>Documentation Source: 178 - Self Certification</p>	Save
<p>17. Click on Service Tracking.</p>	
<p>18. Right click the mouse to add appropriate service for the customer, usually:</p> <p>Service Category: 3 Job Search Services*</p> <p>Service: 12 Job Search Assistance/Job Search*</p> <p>Enter: Start Date, Planned End Date, County Code, City Code.</p>	Save
<p>19. Right click the mouse and select Add to add entry in lower portion of screen in the Fund Detail area.</p> <p>Select Fund: 96 – WIA Dislocated Worker.</p> <p>Enter the Start Date and click OK.</p>	Save

* Customers receiving financial aid will have the appropriate TWIST information as required in The Financial Aid Policy. A customer who is receiving financial aid over the amount of \$200 during a twelve month period must provide documents - as required in the Financial Aid Policy - as proof of eligibility for the financial aid. Self certification is not usually sufficient.